



## 2017 OPEN ENROLLMENT TOOLKIT

A “one-stop shop” for Open Enrollment information and resources in order to support Covered California members through the open enrollment process. Check back frequently for updates.

For renewal resources, view the 2017 Renewal Toolkit [here](#).

### 2017 Health and Dental Plans

Resource	Type	Description	Date Updated
<a href="#">Health Plans Booklet - 2017</a>	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	9/9/2016
<a href="#">Standard Benefit Design Chart - 2017</a>	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/9/2016
<a href="#">Family Dental Exclusions and Limitations</a>	Handout	Summary of exclusions and limitations found in the adult dental plans.	10/12/2016
Covered California Plans & Benefits in <a href="#">PDF</a> and <a href="#">Video</a> - 2017	Webinar & Training Deck	Overview of the 2017 updates to Covered California Health and Dental Plans and Standard Benefit Design benefits.	8/18/2016
Regional Rates in <a href="#">PDF</a> and <a href="#">Video</a> - 2017	Webinar & Slide Deck	Overview of the 2017 Regional Rate and Plan Information Booklet including statewide rate sheets from all 19 California Rating Regions.	8/25/2016
<a href="#">Prescription Drug Formularies</a>	Guide	Prescription drug costs, according to metal tier, for all 2017 Covered California Individual health insurance plans.	10/3/2016
<a href="#">Health &amp; Dental Plan Provider Directories</a>	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	10/25/2016

### Helpful Tips & Tools

Resource	Type	Description	Date Updated
<a href="#">Shop &amp; Compare</a>	Job Aid	Instructions on how to navigate the updated Shop & Compare tool.	11/8/2016
<a href="#">Reporting Income Date</a>	Quick Guide	Information on reporting income for 2016 for 2017 coverage.	11/8/2016
<a href="#">Conditional Eligibility</a>	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.	12/2/2016

<a href="#">Agent &amp; CEC Portal Search</a>	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.	11/18/2016
<a href="#">Assisting Medi-Cal Eligible Consumers</a>	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	10/10/2016

### Income Guidance

Resource	Type	Description	Date Updated
<a href="#">Income Guidelines - 2017</a>	Handout	Handout providing to consumers showing Federal Poverty Level Guidelines for 2016.	9/28/2016
<a href="#">Countable Sources of income</a>	Guide	Reference guide on what to count for income for APTC/CSR.	9/13/2016

### Documentation

Resource	Type	Description	Date Updated
<a href="#">Acceptable Administrative Documentation</a>	Guide	Acceptable documentation that can be submitted to Covered California.	5/1/2016
<a href="#">Attestation of Non Incarcerations Status</a>	Form	Form for consumers to use to attest to their Non Incarcerations Status, if applicable.	5/1/2016

### Contact Covered California

Resource	Type	Description	Date Updated
<a href="#">Covered California Service Center Operating Hours</a>	Schedule	Service Center hours of operation for consumers and certified enrollers.	10/18/2016
<a href="#">Regional Field &amp; Account Representatives</a>	Handout	Contact information for our field and account team representative by region within California.	10/25/2016

### Agent Extranet

Resource	Type	Description	Date Updated
<a href="#">Agent Extranet Tool Kit</a>	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	5/25/2016
<a href="#">Book of Business</a>	Quick Guide	Report of all your Covered California consumers.	4/1/2016
<a href="#">Conditional Eligibility Extract</a>	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	12/2/2016
<a href="#">Return Mail Extract</a>	Quick Guide	Information on consumers with an incorrect or outdated mailing address in your Book of Business.	12/2/2016